



Royal North Shore to Ryde Hospital R3 Transfers Frequently Asked Questions

Northern Sydney Local Health District (LHD) in conjunction with New South Wales Ambulance has implemented strategies to assist with demand management across facilities within the LHD, one of these initiatives is better management of pre-scheduled medicals.

Q. Why are we taking pre-scheduled medical bookings (R3's) from areas around Royal North Shore Hospital to Ryde Hospital ED?

Northern Sydney Local Health District instigated a strategy within their LHD to improve the patient journey through increased patient flow. By sending lower acuity workload to Ryde Hospital they can build increasing capacity at the tertiary facility, Royal North Shore Hospital (RNS). This is expected to improve Ryde Hospital utilisation and may subsequently assist in mitigating ambulance delays within the RNS ED.

Q. Does New South Wales Ambulance support this demand management strategy?

Yes, New South Wales Ambulance supports the development of initiatives by Northern Sydney LHD designed to improve patient flow. Ambulance has provided input to the business rules around this process.

Q. Who makes the decision as to where a R3 goes?

The North Sydney Patient Access and Transport Unit (PATU) operates Monday to Friday 0800-2000, during these times a registered nurse scans all pre-scheduled (R3) bookings. PATU contact and discuss each booking with the patient or their referring physician. Adhering to set criteria, if appropriate, PATU will tell the patient/physician they are being redirected to Ryde hospital. PATU then contact SYCC and advise of the booking destination change. This process is to occur prior to paramedic arrival on scene.

Q. If we are travelling further with a patient, would we be increasing Turn Around Times?

Although in some instances there might be a slight increase to case cycle times, the idea of creating better flow through the hospital system ultimately should lead to less ambulance delays within ED's and overall improvement to our case cycle times.

Q. If there are no delays at RNS, should we still be travelling further to Ryde hospital?

Yes, just because there are no delays at that exact point of time, by increasing capacity at a RNS, they will be better prepared to deal with increased demand at other times.

Q. What happens if we assess the patient and think it is not appropriate for Ryde Hospital?

The clinical judgment of paramedics to transport to Royal North Shore Hospital is firmly supported by the LHD and New South Wales Ambulance. The business rules clearly acknowledge if attending paramedics deem it clinically necessary they can transport to the most appropriate facility.

Q. What is the patient does not want to go to Ryde Hospital?

Generically, patient request is not an appropriate reason for a patient override.

Q. What if the patient is diverted to Ryde Hospital from RNS however would prefer to attend another hospital?

The R3 diversion agreement is currently only between Ryde Hospital and RNS, transport to another facility would need to be justified by the paramedic crew.

Q. If we have any issues who do we contact?

As with all operational matters the first port of call is the duty DOM. During business hours the Northern Sydney ALO (0411 252 485) may also be able to assist.